

PROGRAM NAME: Communicable Disease Control and Prevention  
 PROJECT TITLE: Improving Completion Time for Supplemental Foodborne Illness Questionnaires  
 DPH STRATEGIC GOAL/OBJ.: Goal 5.1 Obj 5.1.b  
 PROJECT TIMELINE: March 2015-December 2015  
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**PLAN**  
Identify an Opportunity and Plan for Improvement

**1. Getting Started**

Rapid completion of supplemental foodborne illness questionnaires can prevent and control outbreaks of disease. ACDC and CDCP initiated a plan to decrease the total number of days for completion and submission of supplemental foodborne illness questionnaires to California Department of Public Health (CDPH), (n=9.5).

**AIM Statement**

Decrease the total time for completion and submission of foodborne illness supplemental questionnaires to CDPH by 10% by November 2015.

**2. Assemble the Team**

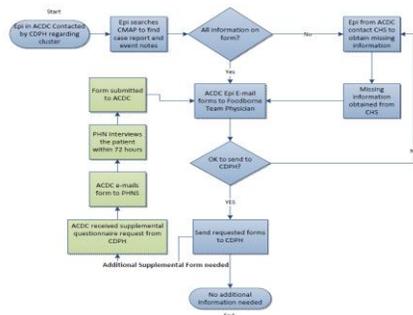
A project team was created consisting of the ACDC PI Specialist, ACDC foodborne illness surveillance team and CDCP PI Specialist.

**3. Examine the Current Approach**

The project team discussed and developed a flowchart of the current process for completing and submitting the supplemental foodborne illness questionnaires.

The project team identified issues that needed to be addressed:

- 1) inconsistencies in e-mailing PHNS to request a supplemental interview be conducted and 2) unnecessary delays in ACDC internal review.



**4 & 5. Identify Potential Solutions and Develop an Improvement Theory**

The team predicted that sending a standardized e-mail message to CHS and conducting training for CHS PHN's could decrease completion time for the supplemental foodborne illness questionnaires.

Strategy	Activities
Uniform E-mail message when requesting interview	
Design uniform e-mail message to send to CHS	<ul style="list-style-type: none"> <li>Add action item to subject line</li> <li>Give due date in e-mail</li> <li>Send to both PHNS and NM or alternate PHNS</li> <li>Rotate PHN's for interviews</li> </ul>
PHN Training	
Conduct Training for CHS PHN's	<ul style="list-style-type: none"> <li>Coordinate with CHS to offer training to PHN's</li> <li>Offer refresher courses to trained PHN's</li> <li>Offer training to PHN's</li> </ul>

Trainings for CHS PHNs were scheduled for November 2015.

**DO**  
Test the Theory for Improvement

**6. Test the Theory**

A Microsoft® Access® database was created to track completion time.

A standardized e-mail template, including an action item added in the subject line, highlighting a due date in the e-mail and sending the e-mail to both PHNS and NM, was created for use by ACDC when requesting CHS complete the supplemental foodborne illness questionnaires. The new e-mail request was implemented in July 2015.

The request for completion of a supplemental foodborne illness questionnaires by CHS was also rotated among trained PHN's in order to not overwhelm one PHN which could result in increased workload and delay in completing the interviews.

Training for CHS PHN's has not been completed yet.

**CHECK**  
Use Data to Study Results of the Test

**7. Check the Results**

Completion time for supplemental foodborne illness questionnaires was measured pre-intervention, for 4 completed questionnaires, and post-intervention, for 6 completed questionnaires

The overall time between CDPH request for a supplemental foodborne illness questionnaire and submission of a completed questionnaire post-intervention decreased by 17.6%. The time between ACDC sending e-mail to CHS requesting supplemental interview and CHS returning completed supplemental foodborne illness questionnaires decreased by 14.9%.

	Pre-Intervention (January-June 2015)	Post-Intervention (July-December 2015)	Percent Change
Time between sent CHS and returned to ACDC (Days)	4.5	3.83	-14.9
Overall time between CDPH request and returned to CDPH (Days)	9.5	7.83	-17.6

**Completion time decreased!**

**ACT**  
Standardize the Improvement and Establish Future Plans

**8. Standardize the Improvement or Develop New Theory**

The new e-mail procedure will be the standard of practice for the foodborne disease surveillance team at ACDC going forward.

**9. Establish Future Plans**

Future plans include training CHS SPA PHN's.